

CORE- Mailroom Preparing Outgoing Mail

Purpose:

The Mailroom is responsible for small outgoing mailings. The Mailroom staff works closely with the individual Business Units within the Iowa Medicaid Enterprise (IME) building. These items are sorted, stuffed in envelopes, and prepared to be mailed to either Medicaid members or Medicaid providers. The Courier routes outgoing mail to the Grimes Building Mailroom for metering.

Identification of Roles:

Data Entry Specialist (DES) and Data Entry/Imaging Technician (DE/IT) – prepare items for outgoing mail

Courier – transport outgoing mail

Operations Coordinator, Operations Team Lead, and Operations Manager – operate as resource for the mail functions; implement process changes as needed

Performance Standards:

None

Path of Business Procedure:

Step 1: Receive items to be prepared for mailing

- a. Picked up during the internal Courier route
- b. Delivered by the Systems staff

Step 2: Sort items for mailing (not all items are received daily)

- a. Enrollment Letters
- b. Ambulance Letters
- c. Supplemental Insurance Questionnaires (SIQ)
- d. Member Services Billing Letters
- e. Certificate of Coverage (COC) Letters
- f. Frequently Asked Questions (FAQ) Letters
- g. Member Services Confirmation Letters
- h. Extended Participation Program (EPP) Letters
- i. J File to G file (J to G) Letters
- j. Health Home Confirmation Letters
- k. Explanation of Medicaid Benefits (EOMB) Letters
- l. Lead Letters

- m. Trauma Lead Letters
- n. Medipass Listing
- o. Medical Services Single Page Letters
- p. Medical Services Multiple Page Letters
- q. Annual Reminder Letters

Step 3: Separate single page letters from multiple page letters

- a. EPP
- b. J to G
- c. Member Services Confirmation Letters

Step 4: Box up single page letters

- a. EPP
- b. J to G

Step 5: Run single page letters through the automatic folding machine

- a. Member Services Confirmation Letters
- b. Ambulance Letters
- c. SIQ
- d. Member Services Billing Letters
- e. Health Home Confirmation Letters
- f. EOMB

Step 6: Prepare letters for mailing

- a. Use appropriate envelope
- b. Fold any letters that could not be sent through the automatic folding machine
- c. Address is visible through the window of the envelope (if label is not used)
- d. Include insert(s)- if needed
 - 1.County Directory
 - 2.Quarterly Newsletter
 - 3.Enrollment Form
 - 4.Your Choice Booklet
 - 5.HIPP brochure
 - 6.Meridian Health Plan brochure
 - 7.FAQ Newsletter
 - 8.Welcome to Iowa Care Letter
 - 9.Business Reply Envelope
 - 10. Iowa Medicaid Health Home brochure
- e. Place prepared envelope in mail tray or mail tub
- f. Face envelopes in the same direction
- g. Ensure that the flaps of the envelopes are down for the #10 envelopes

Step 7: Complete QA slip

- a. Name of person that prepared the envelopes
- b. Name of the type of letter enclosed in the envelope
- c. Number of envelopes prepared for mailing

Step 8: Transfer the tray or tub of completed envelopes to the Quality Assurance cart to be quality checked

Step 9: Outgoing Mail is delivered to the Grimes Building Mailroom for postage.

Forms/Reports:

None

RFP References:

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Interfaces:

Medical Services, Member Services, Provider Services, Revenue Collections, Grimes Building mailroom

Attachments:

None